



ReLeather.com

Service Warranty

Foam Replacement

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Foam Replacement Service Warranty

At ReLeather LLC, we stand behind the quality of our craftsmanship and the materials we supply for your upholstery project. This warranty outlines the coverage provided for this specific service.

Warranty Period:

Our workmanship for the Foam Replacement Service and the new foam/Dacron materials supplied by ReLeather LLC are warranted against manufacturing defects and significant premature failure for a period of five (5) years from the date of completion of the service.

What This Warranty Covers:

This warranty specifically covers defects in the following for the Foam Replacement Service:

New Foam Materials:

- Significant loss of resiliency or premature breakdown of the High Resiliency (HR) foam supplied by ReLeather LLC, beyond normal softening that occurs with use.
- Manufacturing defects in the HR foam that compromise its structural integrity or comfort.

Dacron Wrap:

- Failure of the Dacron wrap to remain properly applied or securely layered to the foam core, leading to premature sagging or lumpiness that is not a result of normal use or external damage.

Workmanship for Foam Installation:

- Issues related to the proper cutting, shaping, and fitting of the new foam core into the original cushion cover, leading to an incorrect profile or fit at the time of service completion (e.g., foam being too loose, incorrectly modeled, or significantly misaligned, causing the cover to wrinkle or sag excessively due to the foam fit).
- Integrity of stitching or reassembly directly related to accessing and installing the new foam (e.g., if the cushion cover had to be opened and re-stitched by us).

What This Warranty Does NOT Cover:

This warranty does not cover:

- Normal Wear and Tear: This includes, but is not limited to, the expected softening of foam over time, minor compression from prolonged use, and natural stretching or wrinkling of the original cushion cover.

- Original Cushion Cover: This warranty does NOT cover the condition, integrity, durability, or any pre-existing defects of the customer's original cushion cover (e.g., tears, rips, worn fabric, fading, zipper failure, or seam failure of the old cover not directly caused by our foam installation).
- Customer Preference: Dissatisfaction with the selected HR foam density (e.g., too firm or too soft) after the customer's consultation and approval, assuming the correct density was installed as per agreement.
- Misuse, Abuse, or Neglect: Damage resulting from accidents (e.g., cuts, tears, burns, spills, pet damage), improper cleaning methods of the cover, chemical treatments, excessive weight, commercial use (unless expressly agreed upon in writing), or any alterations or repairs not performed by ReLeather LLC.
- Pre-existing Conditions: Issues with the furniture's main frame, spring system, or webbing support underneath the cushion (unless a separate "Suspension Reinforcement Service" was explicitly purchased).
- Transportation Costs: Costs associated with transporting the cushions/furniture to and from our workshop for warranty claims are the responsibility of the client.

Making a Warranty Claim:

To initiate a warranty claim, please contact ReLeather LLC within the warranty period by phone at (949) 529-4727 or via email at info@releather.com. All claims must include a clear description of the issue and photos. Your original invoice or receipt as proof of purchase and service.

ReLeather LLC reserves the right to inspect the item to determine the validity of the claim and the appropriate course of action, which may include repair, replacement of components, or other suitable remedies at our discretion.